

Tranz Logistics

National Heavy Vehicle Accreditation



Maintenance

Manual

Version -2

Updated on 8/5/18

Maintenance Management

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Section 1. Introduction

1. A Purpose

The Purpose of this maintenance is to present an overview of the system for policies, procedures, determinations and activities carried out by Tranz Logistics.

1. B Scope

This maintenance system applies to the activities performed by Tranz Logistics to ensure compliance with the standards of the National Heavy Vehicle Accreditation Scheme (NHVS) maintenance module.

1. C Authority

The issue of the Tranz Logistics Maintenance manual is authorized by the director.

1. D Document Control

The director is responsible for ensuring that any amendments to this manual are recorded in an amendment register (form C03) in the following manner:

- (a) A list of each amendment will be recorded in the amendment record of this manual identifying the reason for the amendment, the date of the amendment, the pages and or section which was affected and who authorized the amendment;
- (b) Amendments will show the new date of the issue in the footer of each new page;
- (c) The contents page will be updated to show when the whole section has been replaced;
- (d) Consecutive version numbers will be used to identify when the total document replaced;
- (e) Any amendments conducted in any audit period must be retained until the next audit;
- (f) If more than one copy of the manual is used, the director is to record details of to whom the manual is issued, the date of issue, and must note a copy

number of the manual on a register. (Note: A copy of the manual is usually kept at each depot.)

1. E Documentation

Form C03- Amendment Register

Section 2 Organizational Structure

2. A Background

Tranz Logistics is an organization which, in part provides Crane Truck Services within the heavy vehicle industry.

2. B Company Particulars

Business Name: Tranz Logistics Pty Ltd

ABN / CAN: 736 081 314 51

Responsible Person: Shafina Mohammed, Director

Business address: Suits 201 Level 2, 447 Victoria St Wetherill Park 2164

Postal address: P.O Box 4633 Springfield 4300

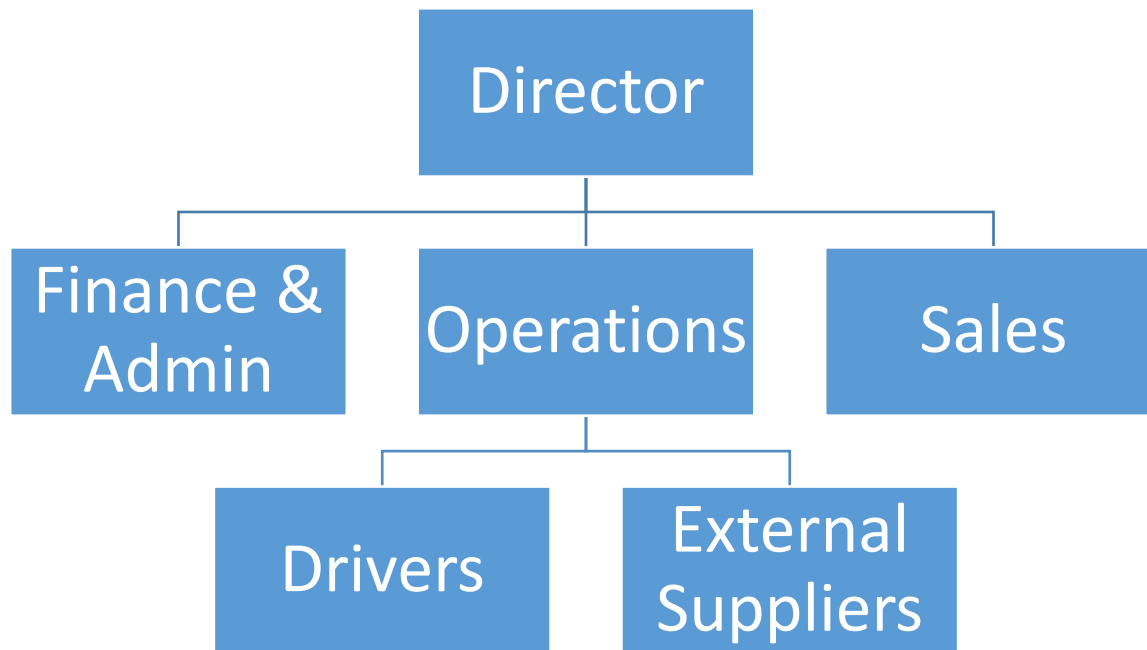
Business Phone: 1300 800 421

Business Fax: 07 31676711

Email: info@tranz.com.au

2. C

Organizational Chart



2. D Fleet Details

All vehicles that are operated under this system listed in Tranz Logistics availability list. Please refer to Tranz Logistics availability list for list of vehicles.

2. E Staff Details

All Staff who hold delegations or have responsibilities in the system are identified in the Employee Register.

2. F Documentation

Availability List – Electronic

Employee Register – Electronic (MYOB)

Section 3

Quality Policy Statement

The management and staff of Tranz Logistics recognize the importance of customer satisfaction, our role in protecting the environment and the health and safety of all staff and road users.

As such, we are committed to implementing and integrated management system and to continually improve on it in order to help meet and excess our customer's and applicable legislative requirements as well as the health and safety of personnel. We Shall:

- Ensure our customers' expectations and needs are identified and met
- Provide a safe, value for money service;
- Communicate our initiatives to our customers, suppliers and contractors and invite their contributions
- Ensure the roadworthiness of all company vehicles is maintained;
- Ensure the mass limits of all company vehicles are monitored and maintained
- Ensure driver fatigue is eliminated or managed.

Tranz Logistics recognizes the importance of management practices which support continual improvement in the service we provide.

To enhance quality throughout the company procedures shall be planned developed and implemented by all the personnel.

Training of all staff in the skills and competencies required to do the job will be provided as necessary to ensure that staff appreciate and understand the integral role they must play in all work undertaken.

To achieve optimum results and effective conformance it is policy that these systems shall be reviewed on a regular basis to ensure goals and objectives set by our organization are maintained and still appropriate.

Director: _____ Date: _____

Section 4

Key Responsibilities

4. A the roles, responsibilities, authorities and duties with respect to the operations of the maintenance management system outlined in this manual are detailed below:

4. B Director

The director is responsible for:

- Managing the operation of all policies and procedures in this manual.
- Allocation of sufficient resources to enable the development and maintenance of the operational systems under their control.
- Maintaining a current list of employees and vehicles owned by the operator.
- Ensuring that vehicles are made available for regular maintenance at the intervals as close as practicable to those prescribed by manufacturer recommended maintenance schedules.
- On the advice of a repairer or through inspection ensuring that any non-roadworthy vehicle is not used until it has been suitably repaired.
- Producing and maintaining a record of all maintenance and repairs to accredited vehicles.
- Setting and recording upper limits for repair when a decision is made to monitor a fault.
- Providing a system of consultation with relevant employees.
- Ensuring that clients of the company are aware of fatigue management and understand their responsibility within it.
- Recording and non-conformance and implementing and reviewing respective corrective action.
- Establishing and maintaining the internal audit program described in this manual.
- Ensuring all records and documentation required by procedures in this manual are suitably maintained and archived.
- Provision of training for all employees or future employees in the requirements of this manual for the position so employed.
- Ensuring the company does not enter a contract with a head carrier unless we have satisfied ourselves that delivery times are reasonable.
- Ensuring drivers are aware of trip requirements and are able to perform them.

4. C Rostering / Scheduling staff

The rostering / Scheduling staff are responsible for ensuring that:

- The development of rosters and schedules is done in accordance with the policies and procedures outlined in this manual.
- Driver activities are supervised including reviewing records.
- Any non-conformances are noted and closed out.
- All relevant documentation is completed and legible

4. D Drivers

Drivers must ensure that they:

- Conduct the daily vehicle inspection and signify it has been completed on the relevant documentation.
- Record and report all vehicle faults to the director as described in the fault reporting and recording procedures detailed in this manual.
- Record any instructions given by the director in relation to faults
- Monitor the scheduled services of trucks and trailers whilst performing their daily checks.
- Supervise all loading to ensure axle and gross load limits are not exceeded.
- Present fit and ready for work.
- Report all fatigue related incidents near misses and accidents including mechanical defects.
- Contact the scheduler as required.
- Take reasonable steps to prevent risk to health and safety at work by notifying their supervisor of any matter that may affect same.
- Cooperate with their employer to ensure compliance with legislative requirements.
- Provide documentation that records the details of all trips including the start and finish times and details of any alterations.
- Inform the company and seek medical advice when they become unfit for duty due to a medical ailments. (Ignorance of the legal and safety issues related to medical ailments will not be accepted as a defence.)

- Record all vehicle load details on the relevant documentation.
- Produce the interception report book to an authorized officer upon interception. On completion by the intercepting officer the driver is to hand the second copy to the director with all other paperwork.

Prior to employment all prospective drivers are required to declare pre-existing medical ailments that it is believed may impact upon their ability to safely undertake tasks associated with driving over long distances and the loading or unloading of a heavy vehicle.

Prior to employment drivers must provide the company with a driver traffic history from the relevant authority. During employment and breaches of any Transport Legislation must be reported to management.

Drivers will also before being employed or during a probation period be required to undertake a medical examination and meet the criteria for an unconditional license contained within the “Assessing fitness to drive”

4. E Internal Employees undertaking vehicle maintenance or contracted repairer (where used) must ensure that they:

- Effectively complete all maintenance requirements of the company vehicles.
- Produce and maintain all required records of maintenance and repairs accredited vehicles (i.e. service history, closed out fault reports and receipts)
- Coordinate and ensure the prompt repair of faults found on vehicles either during inspection or reported in the fault report book contained in the vehicles, under direction of the director.
- Produce a record at the completion of a repair to show the fault has been rectified and tested (where appropriate).
- Notify the director if the vehicle requires further maintenance or inspection, or if follow up work or monitoring is required.
- Advise the director if the vehicle is unavailable for use due to outstanding repairs or testing (i.e. it is un-roadworthy).

4. F Clients

Clients of the company are responsible for ensuring that:

- Their needs are not placed before health and safety of the driver.
- Pickup and delivery schedules are realistic and do not negatively impact on drivers fatigue management practices.
- They provide the company and / or driver with appropriate documentation.

NOTE: All staff have the responsibility of detecting non-conformances and reporting them as soon as practicable to the relevant person.

Section 5

Training and Education

5. A.1 The director is responsible for determining the competency levels, identifying the training needs of h employee with responsibilities in the system and conduction or organizing the necessary training or awareness. A record of this training, competency and / or awareness is reflected in employees personnel file. The director may recognize and record the competence of employees who meet the required performance levels.

5. A. 2 The following training and education needs of the director have been met by involvement in developing this system. Further training may be considered necessary if the systems requirements or operation requirements change.

- **Director:** The training and education needs of the director have been met by considered necessary if the systems requirements or operation requirements change.
- **Drivers:** Drivers are to be educated in the requirements of this maintenance management system. The director should ensure that general induction training is given to all new employees immediately upon commencement of employment.
- **Maintenance Providers:** The director will ensure that maintenance providers have an understanding of the system and their responsibilities.
- **Rostering / Scheduling staff:** The director will ensure that roosting and scheduling staff providers have an understanding of the system and their responsibilities. They will also be required to undertake fatigue management specific training to incorporate in their roosting guidelines.

5. A. 3 On completion of the initial training in their roles and responsibilities within the system and upon gaining an understanding of them each employee shall sign the register of employees to confirm this.

5. A. 4 At any and all training session's attendees will sign a training attendance register when training has been completed the director will update the employee training and qualification log with the training, competency or awareness received.

5. A. 5 The director shall select the appropriate training and medium required taking into account:

- The training required
- Personnel to be trained
- Timing

5. A. 6 A copy of, or this manual will be made available for perusal by any employee.

Section 6

Records and Documentation

6. A. 1 Documented evidence must be maintained to demonstrate the effective operation of this system. The director is responsible for ensuring that records and documents are kept and regularly updated. These records will be legible, auditable and kept for a period of three (3) years.

6. A.2 These records will include for the maintenance and fatigue management system but may not be limited to:

- A register that lists all current and past employees (from accreditation date)
- A register that lists all company vehicles
- A list of company approved repairers
- All vehicle maintenance management records
- A record of all trips which includes:
 - i) Start and finish times
 - ii) Driver details
 - iii) Any alterations from the safe driving plan
- All rosters and schedules
- Drivers duplicate log book pages
- All vehicle incident and accident records
- All audit reports and internal review records
- All quarterly compliance reviews
- And non-conformance/corrective action reports
- A record of employee training

6. A.3 Each vehicle's maintenance records will show as a minimum the unique identification, total kilometers and date and or kilometer reading for the next scheduled maintenance due.

6. A. 4 Each vehicle's mass records will show as a minimum the date, vehicle identification, driver, legal mass and actual mass.

6. A. 5 the director will keep as a record a copy of an employee's relevant qualifications, licenses, (with expiry dates) and any training undertaken specific to NHVS accreditation.

6. A. 6 Vehicle maintenance records will include the following details about each vehicle as a minimum:

- Vehicle identification (registration / VIN number)
- Vehicle gross vehicle mass (GVM)
- The date of any maintenance performed
- All scheduled and unscheduled maintenance performed (including invoices)
- All faults found and rectified
- The identification of a person or organizations who complete any maintenance.
- Daily vehicle inspections
- Annual roadworthiness compliance inspections

6. A. 7 Vehicle mass records will include the following details about each vehicle as a minimum:

- Vehicle identification (registration / VIN number)
- The registered owner
- The vehicle tare weigh (including full fuel tank and any normal operating equipment)
- The combined tare weight (in the instance of a vehicle combination)
- Registered gross vehicle mass (GVM) or combination mass (GCM)
- The legal payload (normally, NHVS and HML)
- Drivers daily reporting medium

Section 7

Internal Review

7. A Internal Review

The director will cause this maintenance management system to be subjected to an internal review at least annually and before an external audit. This annual internal review is used to verify that all results and activities comply with the systems policies, procedures and instructions.

To conduct these annual internal reviews the director will as far as possible appoint a person who is independent of the procedures being reviewed. The review will be conducted using internal review audit matrix included in this manual. Walk through methods may be incorporated to ensure that the paperwork reflects what is happening on the ground.

An internal review report will be compiled using the information gathered.

7. B Quarterly Compliance Reports

At the end of each and every quarter of the calendar year the director shall produce quarterly compliance report on the maintenance management system.

The quarterly compliance report will list the following information:

Maintenance

- The number of hauling units in the accredited fleet
- The number of trailing units in the accredited fleet
- The number of daily checks conducted
- The number of daily checks missed
- The number and type of services conducted
- The number and type of services missed
- The number of closed out faults reports
- The number of open reports

7. C Non-Conformance Management

A non-conformance is a mistake or deficiency in the characteristics documentation, implementation or performance of this system which means it does not fulfill a specified requirement of the NHVS. Non-conformances that are identified must be addressed in accordance with the requirements of this procedure to ensure the continual improvement of the system.

7. C. 1 Non-conformance Identification

Non conformances may be identified by:

- Internal reviews
- External reviews
- Staff reporting
- Other sources

All non- conformance reports me be recognized and addressed as per this procedure.

7. C. 2 Non-conformance / Corrective action reports

The director is to record and non-conformance with the maintenance management system found during the internal review or at any other time which do not fulfill a specified written policy or procedures contained in this manual. This record will take the form of the non-conformance / corrective action report (form C09).

Non-conformances are to be classified by their nature as follows:

- Minor non-conformance – short term fix: remedial action taken / to be taken
- Major non-conformance – long term fix: preventative action taken / to be taken.

Details of all non-conformances are to be noted.

Non-conformance are to be monitored to assess the success or otherwise of the remedial action taken.

7. C. 3 Non-Conformance handling

All non-conformance shall be recorded by a unique numbering system.

Relevant staff are to be informed of the non-conformance if applicable. For example if the non-conformance involves a driver then all drivers should be informed of the details of the non-conformance.

Corrective action should be decided by management in consultation with the staff affected.

Management should record the process and outcomes on the non-conformance report. A register (form C09) of all non-conformance records is to be kept at head office and all records are to be filed upon an outcome being reached.

7. D An internal review/audit schedule (formC10) will be established to show when these actions will take place.

7. E Documentation

Form C06 – Annual internal review report

Form C07 – Quarterly compliance report – Maintenance

Form C09 – Non-conformance/ Corrective action report

Form C10 – Non-conformant register

Section 8 Maintenance Management Procedures

8. A Daily Vehicle Inspections

The daily vehicle inspection is a simple roadworthiness check of each vehicle. All drivers (anyone who uses a vehicle) are responsible for conducting the daily vehicle inspection and documentation (i.e. driver's daily worksheet). The inspection will be completed and documented at least once on each calendar day that the vehicle is in use or when a driver change occurs.

The daily vehicle inspection will address, as a minimum the following vehicle items:

- **Wheels and Tyres:**
 - Tyres for pressure (visual)
 - Tyres integrity and tread depth
 - Wheels for security
- **Lights and reflectors:**
 - All lights, including clearance lights
 - All reflectors and lenses
- **Windscreens, mirrors and wipers:**
 - Windows and mirrors for security, damage and grime
 - Wipers and windscreen washers ensuring clear forward vision
- **Structure, Bodywork and fluid system:**
 - All panels and readily visible structural members are secure
 - Leaks of any fluid (oil, fuel, air, water, refrigerant / coolant, hydraulic fluid, brake fluid or other)
- **Brakes:**
 - Brake failure indicators
 - Pressure / Vacuum gauges
 - Drain air tanks (full air and air over hydraulic systems only on the rigid and articulated combinations)
- Any faults found during the daily vehicle inspection shall be informed to head office and then the office staff will record the fault in the fault report / repair book. Any instructions received regarding the fault will also be documented in the faulty report / Repair book.

The individual who carries out the daily vehicle inspection must understand they are certifying that the vehicle is safe to the limits of the inspection when the vehicle leaves the yard or depot.

Further references and specific vehicle instruction for completing checks can be found in the vehicle handbook (if supplied).

8. B Fault Recording, Reporting and Repair

8. B.1 Every vehicle operated by Tranz Logistics Pty Ltd under this accreditation will contain a fault report / Repair log. This will be used to record and report any recognizable fault discovered during the daily vehicle inspection or occurring during the course of a journey.

The record must include:

- The date
- The vehicle registration number
- The nature of the fault
- The name of the person recording the fault
- Any instructions received regarding the fault

8. B. 2 When a fault is discovered the driver must report to head office and then the office staff will decide on the severity of the fault and instigate the appropriate actions. Any fault that the driver considers may compromise safety or be of a serious nature should be reported to the director immediately. The driver is then to record and follow instructions given. If the driver is the director he is to decide on the appropriate actions, this may include one of the following actions:

- **Minor fault (no repairs required)**
Record in fault report / Repair log for assessment or repair at next service. This grading should be used when the fault will not affect the immediate roadworthiness of the vehicle or that the fault will not require repair until next service or next time the vehicles return to the base or depot. Vehicles are still roadworthy to drive given this grading.

- **Major or Safety related fault (Serious)**
Organize urgent repair as soon as practicable and record in fault report/repair log. The fault immediately compromises the safety of the vehicle. No driving must be undertaken until the fault is rectified or declared safe. This grading should also be used when the exact nature of the fault cannot be determined.
- **Condition to be monitored**
Record in fault report / repair log stating what is to be monitored at what intervals and by whom. (An upper limit must be set for repair i.e. every 1000km or when parts are received) This grading should be used when the fault won't affect the roadworthiness of the vehicle and the fault can wait until next service before repair is undertaken. If the roadworthiness is not affected this grading can be used while waiting on parts or specialized facilities.

8. B. 3

Records must also show what action has been taken in relation to each reported fault. Typical actions and required records would be:

- **Fault fixed**
Who fixed the fault (person or company), what was done to rectify the fault parts used when (an invoice from an external workshop will suffice)
- **Repair Deferred**
Who made the decision to defer and the planned timeframe for repair.
- **Fault to be monitored**
What is to be monitored by who and at what intervals. Ho made the decision to monitor the fault. Upper limits for when a monitored condition is to be repaired must be set.
- **No Repairs required**
Who made the decision

Where a configuration changes or on a change of drivers a copy of the current faults is to be brought to the attention of the new driver prior to the use of the vehicle.

8. B. 4

The person responsible for managing faults and repairs to sign off and date the appropriate column in the fault report / repair log to show when a reported fault has been appropriately dealt with. All repairs are to be of a standard acceptable to the director and be certified as rectified and tested where applicable.

8. B. 5

Where a major or serious fault occurs while away from the company base or depot and it is deemed impractical for the vehicle to return the director is to make arrangements to have the major or serious fault fixed as soon as possible.

8. B. 6 Fault Report / Repair Log

- White page (1st) – to be completed when a fault is discovered, to be handed in with other paperwork
- Yellow page (2nd) – to be completed by person repairing fault, then removed from book and filed.
- Blue page (3rd) – to remain in book

8. C Maintenance Schedule and Methods

8. C. 1

All maintenance schedules and tasks carried out will be conducted as per manufacturer's specified recommendations. If these are not available they will be based upon operational experience and on the recommendations of the external repairer. The director will be responsible for the development of any new schedules if needed (e.g. on the acquisition of new vehicles, changes in operational requirements or a change in contract repairs) and the continued refinement of current schedules.

8. C. 2

To ensure that the Manufacturers recommendations are able to be followed the director will ensure that all company vehicles are only refueled at reputable fuel outlets where fuel quality can be verified. If any employee is unable to follow this policy or has any suspicious about fuel quality it must be reported immediately. (Evidence of poor quality or contaminated fuel may be responsible for loss of engine power or visible or increased exhaust emissions.)

8. C. 3

The director will ensure that vehicles are made available for scheduled maintenance as close as practicable to the prescribed intervals.

8. C. 4

All repairs and maintenance should be completed in accordance with the national roadworthiness guidelines (vehicle standards) and the Australian design rules (ADR's). These are available to be checked for guidance on the internet. www.ntc.gov.au a table of tolerances and wear limits for major components is included in this manual.

8. C. 5

All personnel who undertake maintenance and repairs shall have the suitable qualifications or experience to complete the assigned task or will do so under suitable supervision. Details of these qualifications competence and experience will be kept in the employees personnel file.

8. C. 6

A record of all scheduled maintenance of all vehicles is to be kept.

This record will consist of a minimum:

- Vehicle identification
- Date of maintenance
- Who carried out the maintenance
- What was done

The director will ensure these records are completed and filed.

8. C. 7

The director will develop and maintain a register of approved repairs for use within the company for specialist use (i.e. Tyres windscreens)

Maintenance Schedules

All vehicles are to be made available for regular maintenance at the intervals as close as practicable to those prescribed by manufacturer recommended maintenance schedules. All services will be conducted using the specific vehicle manufacturers servicing checklist. Please refer to MRMS (manufacturer recommended maintenance schedules)

8. D Roadworthiness Inspection

8. D. 1

A roadworthiness inspection will be carried out at intervals as close to 300,000 kms as practicable or when deemed necessary. The national road transport commission (NRTC) roadworthy guidelines and the provided table of tolerances and wear limits are to be used to assist in the determination of roadworthiness.

8. D. 2

Any faults found during this inspection that may compromise roadworthiness or safety are to be recorded and rectified in consultation with the director and in accordance with documented procedures.

8. D. 3

All other faults (i.e. faults not related to safety or roadworthiness) found during this inspection and not immediately attended to shall be recorded and reported in accordance with the recording and reporting procedures contained in this manual.

8. D. 4

This inspection may be conducted in conjunction with any of the other services.

8. E. 5 Documentation

Approved Supplier Register (MYOB LIST)

Roadworthiness Inspection checklist

8. F Maintenance Management Table of Tolerances/Wear Limits

Component	Limit / Specification
Steering	
Steering wheel free play	Max 100mm
King pin play (at outer wheel)	Max 10mm
Ball joint play (including tie rods and drag are)	Max 2mm
Shackle pin bush wear (combined)	Max 3mm
Slip joint splines	Max 1mm radial
Steering fluid leaks	Max 1 drop / 2min
Oil / Fuel leaks	
Other oil leaks	Max 1 drop / 30sec
Fuel Leaks	Sweating only
Brakes	
Brakes chamber push rod travel	Max 80%
Brake air hose leaks	Nil
Brake lining thickness above shoe	Min 3mm
Air pressure cut out	800-850 KPA
Air cut in pressure	650-750 KPA
Air leaks: pressure maintained within 100 kpa of full pressure after	½ Hour
Tyres	
Tyres pressure: Steer	110 psi
Drive	95 psi
Trailer	95 psi
Tread Depth: Steer (above wear limit indicator)	Min 3.5 mm
Drive (above wear limit indicator)	Min 2.5mm
Trailer (above wear limit indicator)	Min 2.5mm
Diameter of matching Tyres on the same side of axle	+/- 25mm
Mechanical Connections	
Turntable movement between upper and lower parts	Max 13mm
Turntable slack (forward & back)	Max 12mm
Pins, pintle hooks & drawbar eyes	5% Wear
Movement between sub frame & hinged drawbar	Max 6mm
Windscreen	
Bulls eye, star fracture exceeds	16mm diameter
Cracks greater than	150mm Long
Suspension	
Spring leaves displaced sideways	10% of width

NOTE: This table is a guide only. Different manufacturers may have different specifications and limits

FORM C06

Annual Internal Review Report

Tasks	By Whom:	When:
Responsibilities		
Training and Education		
Records and Documentation		
Internal Review		
Quarterly Compliance Reviews		
Maintenance Procedures		
Vehicle Control		
Vehicle Use		
Verification		
Rostering and Scheduling		
Incident Reporting and Management		
<p>What was found? (Refer to NCR's generated)</p> <p>Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p>		
How is it going to be fixed?	By Who?	By When?
<p>This Report Reviewed and approved by:</p> <p>Name: _____</p> <p>Signature: _____</p> <p>Date: ____/____/____</p>		

Form: C07

Quarterly Compliance Review - Maintenance

For the period ending: ____/____/____

	No. Of Vehicles		Daily Checks		Truck Services				Trailer Services				Fault Reports					
Review Date	Trucks	Trailer	Done	Missed	Done				Missed				Done	Missed	Open	Closed		
					A	B	C	D	A	B	C	D	A	D	A	D		

Comments:

Signed: _____

	No. Of Vehicles		Daily Checks		Truck Services				Trailer Services				Fault Reports					
Review Date	Trucks	Trailer	Done	Missed	Done				Missed				Done	Missed	Open	Closed		
					A	B	C	D	A	B	C	D	A	D	A	D		

Comments:

Signed: _____

	No. Of Vehicles		Daily Checks		Truck Services				Trailer Services				Fault Reports					
Review Date	Trucks	Trailer	Done	Missed	Done				Missed				Done	Missed	Open	Closed		
					A	B	C	D	A	B	C	D	A	D	A	D		

Comments:

Signed: _____

Form: C09

Non-Conformance / Corrective Action Report

Tranz Logistics Pty Ltd			Report No.		
Type of NCR:	Maintenance	Driver	Admin	Internal Review	Complaint
Tick Box <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem/Details of Non – Conformance: Include all necessary details e.g. names					
Name:					
Signature:			Date:		
Short Term Fix: (Remedial Action) What can be done in the short term to limit or fix the problem?					
Name:		Signature		Date	
Long Term Fix: (Preventative Action) What long term measure can be taken to stop recurrence of the problem?					
Name		Signature		Date	
Finalization / Review of Long Term Fix: By signing here you are verifying that the problem has been fixed and that no further actions are necessary.					
Name		Signature		Date	

